



# JOB POSTING

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Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

## ***Intake Processing Support Consumer Protection Division***

This position is responsible for quality assurance and final processing of consumer complaints in Salesforce. Daily duties include verifying matter information is correctly linked, opening matters, and merging the information into the appropriate opening letters.

**Responsibilities** include, but are not limited to:

- Proofread addresses and salutations of opening letters.
- Make corrections, if necessary, prior to sending out the letters.
- Print, fold, and mail letters on the same day since it is date sensitive.
- Ensure emailed correspondence was successfully sent.
- Ensure matters and correspondence sync to system database.
- Assemble and distribute files.
- Communicate directly with attorneys, analysts, and mediators.
- Handle Fast Track requests with same day turn around.
- Return consumer correspondence that requires complaint form or complaint form needing signature/more information. Create Salesforce case to log return.
- Close files that are referred to other agencies.
- Make changes to contact records in the event returned mail indicates a new address or at the request of attorney or analyst.
- Monitor duplicate contact records.
- Maintain opening letter document queue in Salesforce.
- Order letterhead, envelopes, and file folders.
- Backup for Data Processing.
- Backup for Telephone Representatives.
- Other duties as assigned.

**Requirements:**

- High School diploma or equivalent.
- Two years general office experience required.
- Good customer service skills required.
- Must be detail oriented.
- Basic computer skills, and knowledge are required.
- Must be able to communicate effectively, both orally and in writing, with all levels of staff.
- Must be able to work closely with other processing staff.
- Must be able to work on own at times with little supervision.